

Figure 1 - Customer Request for Online Postage Refund

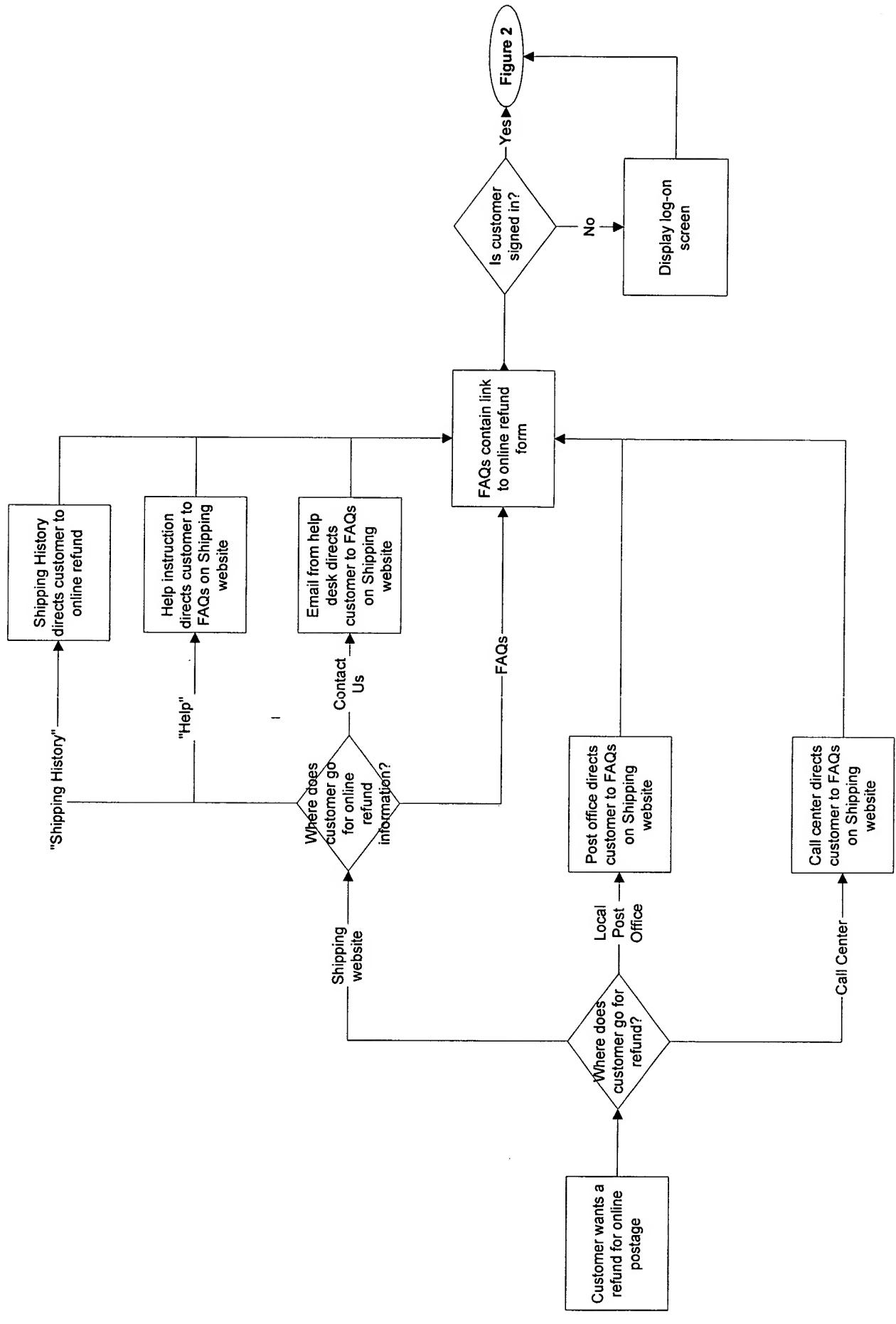


Figure 2 - Online Refund Process (Unused Postage)

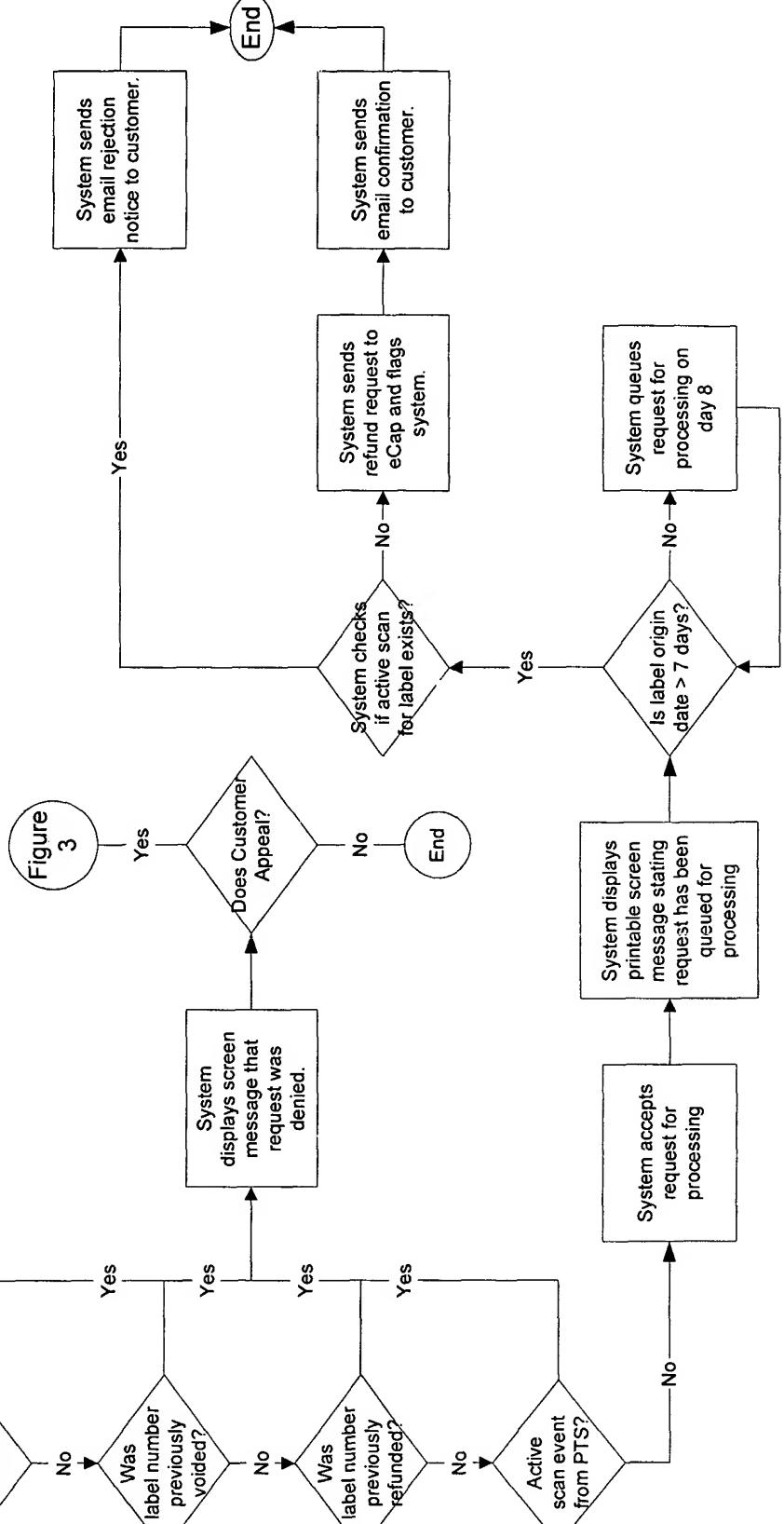
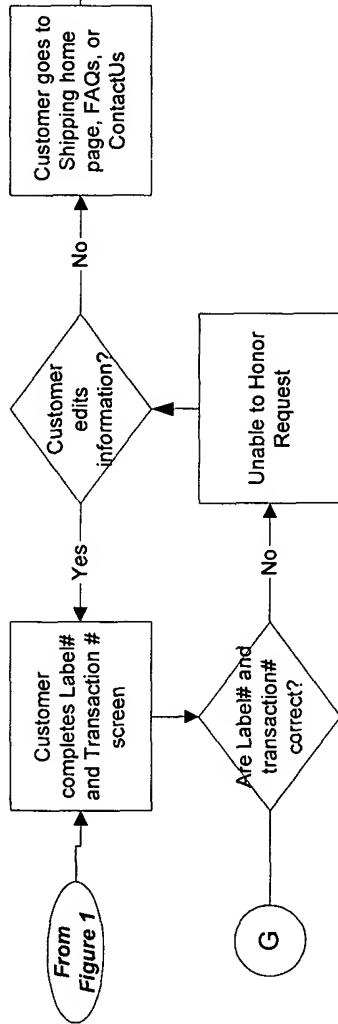


Figure 3 - Appeal Online Postage Refund Denial

